Statewide Advisory Council for the Integration of Community-based Services (SACICS)
Minutes – December 8, 2005
Secretary Jane Woods, Chair   Commissioner Jay DeBoer, Vice-Chair

Present: Secretary Jane Woods, Gigi Amateau, Kim Barnes, Meade Boswell, Thom Butcher (for Glenn Butler), Sally Camp, Mary-Margaret Cash, Tim Catherman, Jay Patricia Douglass, Don Driver, Leonard Eshmont, Brenda Goodman, Jeff Gore, Ted Groves, Vickie Johnson-Scott, Dexter Klock, Paul Lavigne, Karen Lawson, Bill Massey, Beverly Morgan, Katie Roeper, Michael Shank, Allyson Tysinger, Margaret Waddel, Peter Walentisch, Thelma Bland Watson

Absent: Commissioner Jay DeBoer, Bob Burton, Tim Dunk, Hubert Harris, Cindi Jones, Reatha Kay, Pam Kestner-Chappelear, Richard Lindsay, Helen Madden, Bill Peterson, Leslie Prince, Sterling Rives, Sue Rowland, Debbie Secor, Bill Shelton, Neil Sherman, Duke Storen, Frank Tetrick, Carolyn Turner

Guests: Dina Elani (CMS), Barbara Ettner, Keith Gnagey, Ishneila Moore, Jeff Lake, Carolyn Steffen

Secretary's Update	Secretary Woods provided an overview of how various initiatives relating to the "No Wrong Door" issue have now been merged into the CCSS project. She advised that although Virginia's application for the Systems Transition Grant was not successful this year, we are well positioned to receive funding if there is another round in 2006.
	The Commonwealth Council on Aging has recommended legislation to require state agencies to identify five actions that will improve service to seniors. The hope is that this approach will develop "champions" for senior and disability-related issues in each agency/department. The Secretary asked that SACICS members be supportive of this legislation.
Security & Confidentiality	Leonard Eshmont (VDA) is working with RTZ (software developer for CCSS) to build a bridge between the current VDA software and the CCSS software. He noted that progress is being made to avoid duplicate entry into the systems.
	Allyson Tysinger (OAG) advised that the AG's office is finalizing the authorization for state agencies to share information. There do not appear to be any issues that would prevent the sharing of information. The AG's office will modify the existing client consent form and send that to the Secretary and Senior Navigator when it is completed.
CCSS Public Launch & Marketing	Marketing materials with the theme of "It's About Time" were developed and used for the public launches of CCSS in the 3 pilot areas. Senior Navigator will be printing additional copies in the next 2 weeks and will provide SACICS members with materials in printed form and electronic format for distribution to their local agencies and departments.
	Two legislators, Phil Hamilton and Steve Landes, participated in the CCSS launches in their respective areas and made very supportive remarks about the value of the system.
	The need for a name for the system that is more easily understood and clearly branded than "CCSS" was expressed by a number of members. Senior Navigator will coordinate efforts to identify the criteria for and selection of a new name. Some suggestions from members were: "Golden Gate" and "Community Navigation." One member observed that the theme of "It's About Time" could have a negative connotation for seniors in that it could imply that time is running out.
	A decision was made that regardless of the name, it is imperative to establish

	continuity around the identity, statewide and locally. Pilots were asked to use the state system name and localize it to their community in order to save tremendous time and energy invested in the branding and maximize the resources spent on materials. This approach will also facilitate name and branding recognition. It was noted that it will take a little time to finalize the name and pilots were asked to be patient with the process. As a stop-gap, it was decided to use "It's About Time" as the temporary branding of the system in marketing materials and links from other sites to information about the system. Dina Elani, guest speaker from CMS, strongly advised referencing the ADRC on-line resource to assist in Virginia's branding efforts. She noted that other states have struggled with the same challenge and Virginia may be able to gain from their research and solutions. SeniorNavigator will be reviewing other state's solutions as part of the market research for Virginia's branding.
Pilot Updates	**Peninsula Pilot Report** Positive Outcomes: - Much local governmental support for the efforts related to the integration of community-based services. - State, Local, and not for profit agencies along with service providers are participating in the local advisory council. - Advisory Council has held three meetings and is jumping on board to assist with the rollout of the tools. Participants are very positive about the rollout and have provided valuable feedback of their concerns and needs. - Three informational sessions are being held during the week of 12/12 to demonstrate CCSS capabilities to service providers and other potential users. - Most if not all of the PAA staff is trained and prepared to start using the I&R tool once data migration issues are resolved and implemented. Challenges - Changing the mindset of individuals who have been working in a paper based system for many years. For example, having one person enter all the UAI information into the AIM system where with the new system several people will be able to touch, enter, and change the data. This requires changing the daily work process and mind set of both the intake coordinators and the data entry person. - Changing the business process flow to best utilize the CCSS so that time, money, and errors will be reduced with the new system. Identifying legacy business process models and making changes to move toward an MIS/IT based solution while providing a better level of care for the consumer. - Incorporating those paper based processes into the system which relate to I&R, Intake, and the UAI but are not necessarily part of the current scope of the CCSS project. There will be some duplication of paper work and effort until these other issues can be incorporated into the system. - Identifying and solving the privacy and data security concerns of all the stakeholders including, service providers, state and local agencies, and the most important, the client. - System access and speed.

	Richmond Pilot Report The local Leadership Council (LC) has been meeting for over a year and is now modifying the description of the LC and its roles to reflect the implementation phase of the project and the need for energy and expertise on different fronts. The LC has members from local government agencies, service providers, state government agencies, and the local United Way. Workgroups are working on: • Developing confidentiality agreements. • Developing marketing materials for other agencies and clients • Developing a user-friendly name for the Richmond project. • Determining the feasibility of creating a computer-training lab at Senior Connections offices to train users of CCSS, along with clients in the Senior Employment Program. Staff and volunteers will be able to use the lab to help seniors, people with disabilities, and caregivers access Seniornavigator to find services they need. • Getting representation from Resources for Independent Living and from the local Community Services Boards The LC is now set to recruit local agencies for the system and to establish a pilot agency support group. <u>Successes</u> include: 1) the energetic and diverse group of people who serve on the LC, 2) support of the Senior Connections staff in providing information about work processes, 3) research efforts that paid off in selecting the best of the systems under consideration, 4) successful preliminary fundraising efforts, 5) successful data conversion, 6) development of policies for users of the system and for confidentiality and 7) development of requirements for agency participation that include readiness of computer capability, ability to demonstrate commitment to quality services for seniors, strong relationships with other agencies in the Planning District. <u>Challenges</u> include: 1) recruiting agencies to the pilot program, 2) getting commitment of time and energy from the agencies 3) establishing the benefits that CCSS will bring to not only the agencies themselves, but to their clients and 4) processing information for private pay clients. **Valley Pilot Report** The Valley pilot has now received signed MOU commitments from eight organizations – including 2 hospitals, United Way and a continuing care retirement community. The CEOs from Rockingham Memorial Hospital and Virginia Mennonite Retirement Community spoke very positively about the value of CCSS at the public launch. There is a potential for 300-400 service providers to participate in the initial pilot area. This pilot's approach has been to get agencies to sign the MOUs and begin testing the CCSS tools so they experience for themselves how valuable it will be to their agency. One significant challenge is the reluctance on the part of local agencies to participate in the system or on the local council until they have a clear understanding that there is support for their participation from their state level agency.
State Agency Support	Secretary Woods commented that she also heard from local agencies during the public launches of CCSS that it would be very helpful for them to know that there is support from their state level offices for participating in CCSS. The Council

	discussed the importance of SACICS members and other agency heads proactively providing support and information about the CCSS within their agencies. Senior Navigator will develop CCSS information that will be linked to state agency websites. In addition, Senior Navigator will draft a letter to be sent from agency heads to accompany information on CCSS to local agencies and departments.
ADRC Grant	Dina Elani (CMS) provided an overview of the federal level coordination on the ADRC grants. She noted that there was strong support at high levels of both AoA and CMS for "resource centers" – whether the centers are actual physical locations for coordinated information or are web-based solutions. The key from the federal perspective is on streamlining access to services for consumers.

Decisions and Assignments	The following decisions and assignments were made during the meeting:
	
	• **Allyson Tysinger** will:
	    ◦ send statement from AG's office regarding legal position on data sharing – including approved consent form - to Secretary and Senior Navigator
	    ◦ get together with licensing people to identify if any regulatory changes are needed for compliance
	• **Senior Navigator** will:
	    ◦ deliver marketing packet to all legislators, their aides, Lt. Governor, Attorney General and Governor
	    ◦ send electronic copy of marketing materials to all SACICS members for distribution to their appropriate department heads and local agencies & develop a letter template for all SACICS members to send in support of CCSS. This will be after receiving statement from AG's office regarding data sharing
	    ◦ develop a place on SN website to explain CCSS that links with state agency websites. Will work with Leonard Eshmont on this.
	    ◦ send an updated member list to everyone with meeting minutes
	    ◦ send email from Sally Camp regarding licensing issues to Secretary Woods, Katie Roeper, Karen Lawson
	    ◦ develop process to get input from all SACICS members on what is missing from SACICS – responsibilities, members, structure
	    ◦ coordinate efforts to select user-friendly name for CCSS
	• **Secretary Woods** will send marketing materials from Virginia Workforce Network to Katie Roeper
	• **Kim Barnes** will check on status of electronic signatures for approvals & advise whether additional legislation is needed.
	• **Karen Lawson** will send No Wrong Door Task Force report to Katie Roeper for distribution to all SACICS members as soon as it is finalized

Next meeting	The date for the next SACICS meeting will be determined after the new Secretary of HHS is appointed. The goal is to have a meeting in February – preferably the Friday after crossover if possible.